

To help us improve customer service . . .

TELL US HOW WE'RE DOING



To Vermont Employers: Making sure you received quality service from the Unemployment Insurance and Wages Division is a top priority. We encourage you to take this opportunity to tell us how we are doing, as your opinions and suggestions are important.

Please take a few moments to complete the survey below about the quality of service you received from the Unemployment Insurance and Wages Division, and return to: Vermont Department of Labor, Attn: Valerie Rickert, P.O. Box 488, Montpelier, VT 05601-0488.

Very Satisfied Satisfied Not Satisfied No Opinion

1. Answering my questions about:

a. Quarterly Wage & Contribution Reports and Payments

b. Benefit Claims of Former Employees

2. Ease of completing forms and reports.

3. Promptness of staff response.

4. Knowledge of staff.

5. Professionalism of staff.

6. Clarity of written instructions from the Unemployment Insurance and Wages Division.

7. Clarity of written correspondence.

8. I rate the overall quality of service provided by the Vermont Department of Labor's Unemployment Insurance and Wages Division to be:

Excellent Good Adequate Poor

9. Here are some suggestions and comments I would like to make: _____

10. My contact with the Unemployment Insurance and Wages Division is for: *(please check all that apply)*

- Completing Quarterly Tax Forms
- Former Employee's Claim
- Payment/Refund of Taxes
- Reports Processing/Delinquency

- Fraud/Overpayment of a Claim
- Quality Control Audit of Claimant
- Tax Audit
- Other

Please check here if you would like someone from the department to contact you. Please provide your name and telephone number below.

Name: _____ Phone Number: _____